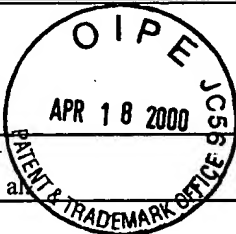


FORM PTO-1449 INFORMATION DISCLOSURE STATEMENT				Atty Docket 47004-000030				Application No. 09/391,460 <div style="text-align: right; font-weight: bold;">RECEIVED</div> <div style="text-align: right; font-weight: bold;">APR 20 2000</div>	
				Applicant Barton BARRY, et al					
				Filing Date September 8, 1999		Group Art Unit 2761 Group 2700			
U.S. PATENT DOCUMENTS									
Examiner Initial		Document Number	Date	Name	Class	Sub-Class	Filing Date		
	A								
	B								
	C								
	D								
	E								
	F								
	G								
	H								
	I								
	J								
	K								
	L								
	M								
FOREIGN PATENT DOCUMENTS									
		Document Number	Date	Country	Class	Sub-Class	Translation		
	N								
	O								
	P								
	Q								
	R								
	S						NO		
OTHER (Including Author, Title, Date, Pertinent Pages, etc.)									
DL	T	Slide brief entitled "User-Centered Intelligent Software Solutions," dated 10/96 (27 pages)							
DL	U	Brochure entitled "All customer interactions are not created equal," undated (8 pages)							
DL	V	Slide brief entitled "Knowledge-Based Agents—Optimizing Your Client Interactions" dated 1/97 (16 pages)							
DL	W	Slide brief entitled "More Information about Knowledge-Based Agents" dated 4/23/97 (27 pages)							
DL	X	Slide brief entitled "KBA for Strategy Selection," dated 4/97 (4 pages)							
PL	Y	Brochure entitled "Knowledge-Based Agents: How to Optimize Your Customer Interactions," undated (3 pages)							
	Z								
Examiner <i>David Hight</i>						Date Considered 3/11/02			
EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.									